

## Continuous Program Improvement (CPI) Monthly Support Call Participant Satisfaction

Wednesday, November 5<sup>th</sup>

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### Before we get started...

- Press \*6 to mute and \*7 to un-mute. Please mute your phone now.
- If you have a question, please tell us your name and agency before asking your question.
- This PowerPoint presentation and a brief feedback survey can be accessed from the ETR website at [www.etr.org/ofp](http://www.etr.org/ofp).
  - Click on Left sidebar – "Upcoming Events"
  - then under "CPI Monthly Support Calls"

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### CPI Resources

- TPP CPI Tool Kit
  - Word versions of each tool are available from your Evaluation Liaison to adapt for your needs.
- ETR Website – [www.etr.org/ofp](http://www.etr.org/ofp)
  - Complete Tool Kits including all appendices are available under the "CPI and Statewide Evaluation" left side-bar heading.
- Activity Checklists for all CPI tools
  - These checklists are available for TPP agencies from Evaluation Liaisons.
- Evaluation Liaison

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## CPI Tool Kit Overview

- The CPI Tool Kit provides evaluation tools to help agencies look at aspects of their pregnancy prevention programs in a systematic way for the purpose of program improvements.
- The continuous program improvement process can help your agency strengthen or enhance what you are currently doing.
- CPI results are not intended to compare your program to others.

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## Participant Satisfaction Tool

- Documents participants' reaction to a program or services.
- Can be collected from all or a sample of your participants.
- Typically collected after program or services are completed.
- Designed to yield information on what is working and what can be strengthened.

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## Participant Satisfaction Tool Required Activities

- Create your own participant satisfaction survey.
- *You must have your survey approved before administering it (REQUIRED).*
- Collect surveys from a minimum of 50 participants.

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### Step 1: Select the Population

- Determine from whom you want to collect satisfaction data.
- Decide how many participants/clients you will survey (minimum of 50 for CPI purposes).
- If you are collecting data from a sample of participants be sure to sample randomly.

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### Step 2: Create your Satisfaction Tool

- Define topic areas to measure and identify items for each area. Refer to the "Item Bank" in Appendix 4A (TPP Toolkit).
- Select relevant items that relate to the aspect of your program that is being assessed.
  - Avoid "Nice to know" questions.
  - Adapt the survey for your population as needed.

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### Step 2: Create your Satisfaction Tool

- Submit your *draft* survey for review and approval to your Evaluation Liaison and OFP Consultant.
  - Allow at least 1-2 weeks for review and feedback.
  - Review survey and revise as needed.
- You must have your survey approved before administering it (**REQUIRED**).

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### Step 3: Collect the Satisfaction Data

- Satisfaction data is usually collected at the completion of your curriculum, presentation or service.
- There are several different ways to collect your data -- adapt the tool for your population as needed.
  - Paper-pencil surveys.
  - Interview participants.
  - Read questions aloud.
- Administer survey.

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### Step 4: Score Participant Responses

- Create scoring key or code book.
- Create a tally/summary sheet.
- Score responses to each question.
  - Calculate percentage of respondents selecting each answer.
  - Calculate average scores for scaled items.

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### Step 5: Interpret your Data

- Look for patterns that may support your program or suggest refinements.
  - Are there any surprises?
  - Are the results what you expected?
  - Do these results make sense?

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## Step 6: Report your Findings

- Prepare your *draft* CPI summary.
  - Refer to guidelines on page 4-14 for what to include in your summary.
- Refer to Appendix 4D for sample summaries.

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## Important CPI Dates

- By April 15<sup>th</sup> submit the following to your Evaluation Liaison and OFP Program Consultant:
  - Copy of your final survey and tally sheet.
  - *DRAFT* summary of your CPI results.
  - Evaluation Liaisons will provide feedback in approximately 3 weeks.
- By June 1<sup>st</sup> submit the following to your Evaluation Liaison and OFP Program Consultant:
  - Revised CPI Summary (as needed).
  - Completed CPI Feedback Form (online form Evaluation Liaison will send link with instructions).

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## Thank you!

- Open Question and Answer.
- We invite you to complete a brief feedback form about this call.
  - This survey can be accessed from the ETR website at [www.etr.org/ofp](http://www.etr.org/ofp).
    - Click on left sidebar – “CPI & Statewide Evaluation”
      - Then under “CPI Monthly Support Calls”

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